

Application for Recertification of the Pennsylvania TRS
PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 - MAY 2004

FCC Docket No. CG 03-123

November 8, 2007

Page 351

Category: Typing Skill/Speed

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: December 12, 2003

FCC: Typing Issue

TTY December 16, 2003

The customer complained that the CA's typing skills were poor.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 16, 2003

FCC: Typing Issue

January 2004

Voice January 1, 2004

The customer felt the CA was the worst he ever had. The CA chastised him for not using the GA, and when he requested a supervisor she hung up on him.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 1, 2004

FCC: Transparency

TTY January 21, 2004

The customer complained the CA typed too many spaces in between the words.

Category: Other (Misc)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: January 21, 2004

FCC: Typing Issue

February 2004

Voice February 2, 2004

The customer complained that the CA made inappropriate remarks about her mother who is a VCO user.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the incident would be reported.

Contact Closed: February 2, 2004

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

FCC Docket No. CG 03-123
Application for Recertification of the Pennsylvania TRS
November 8, 2007
Page 352

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 - MAY 2004

FCC: Transparency

March 2004

TTY March 3, 2004

The customer complained that the CAs did not type verbatim, did not follow his instructions, and did not identify themselves when he requested.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the managers of the CAs would follow up accordingly.

Contact Closed: March 31, 2004

FCC: Verbatim

TTY March 23, 2004

The customer complained that the CA did not type a word.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Explained to the customer that the answering machine message was difficult to understand.

Contact Closed: March 24, 2004

FCC: Verbatim

April 2004

TTY April 1, 2004

The customer complained that the CA typed terribly and spelled poorly.

Category: Typing Skill/Speed

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized and thanked the customer for providing feedback.

Contact Closed: April 1, 2004

FCC: Typing Issue

TTY April 7, 2004

The customer complained about the CA's typing skills.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 7, 2004

FCC: Typing Issue

TTY April 12, 2004

The customer complained that the CA made too many typing errors.

Category: Typing Skill/Speed

Escalation: Received by the Maryland Relay Center and handled by the same.

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

FCC Docket No. CG 03-123
Application for Recertification of the Pennsylvania TRS
November 8, 2007
Page 353

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2003 - MAY 2004

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 12, 2004

FCC: Typing Issue

Voice April 15, 2004

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and explained that no records are kept of the conversations.

Contact Closed: April 15, 2004

FCC: Verbatim

TTY April 28, 2004

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer that the CAs are trained to relay verbatim.

Contact Closed: April 28, 2004

FCC: Verbatim

May 2004

Voice May 10, 2004

The customer complained that the CA was making comments during her conversation.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 10, 2004

FCC: Transparency

TTY May 20, 2004

The customer complained that the CA did not relay his/her conversation accurately.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 20, 2004

FCC: Verbatim



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

FCC Docket No. CG 03-123
Application for Recertification of the Pennsylvania TRS
November 8, 2007
Page 354

IN REPLY PLEASE
REFER TO OUR FILE

June 22, 2005

DA 05-1681
CG Docket 03-123
CC Docket No.98-67

MARLENE H DORTCH
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET SW
ROOM TW-B204
WASHINGTON DC 20554

Re: Submission of 2005 Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 05-1681, released June 16, 2005 at CG Docket 03-123 enclosed please find an original and four (4) copies of the annual consumer complaint log summaries for the Pennsylvania Telecommunication Relay Service (TRS) for the 12-month period ending May 31, 2005. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T, as the provider for Pennsylvania TRS, has maintained the consumer complaints, and has prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please contact Eric Van Jeschke at (717) 783-3850 or ejeschke@state.pa.us.

Sincerely,

Robert A. Rosenthal, Director
Bureau of Fixed Utility Services

Enclosures

cc: Eric Van Jeschke, FUS Telco
Dana Jackson, Consumer & Governmental Affairs Bureau, Disability Rights Office

**AT&T RELAY SERVICES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2004 through May 31, 2005**

Complaint Summary by Category

PENNSYLVANIA

As of 6/8/2005

Complaint Category	2004						2005						Total
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Transparency	1					1							2
Confidentiality						1							1
Verbatim	1		2				1	1	1				6
Typing Issues	1			1					1		1	1	5
In Call Replacement													0
Answer Performance	1	1	1										3
Gender Accommodation										1			1
Total	4	1	3	1	0	2	1	1	2	1	1	1	18

**AT&T RELAY SERVICES
2005 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2004 through May 31, 2005**

PENNSYLVANIA

As of 6/8/2005

Pennsylvania	2004						2005						TOTAL
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
VOICE	1					1							
TTY	3	1	3	1		1	1	1	2	1	1	1	
TOTAL	4	1	3	1	0	2	1	1	2	1	1	1	

FCC Docket No. CG 03-123
Application for Recertification of the Pennsylvania TRS
November 8, 2007
Page 356

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 - MAY 2005

June 2004

TTY June 9, 2004

The customer complained that it took too long for relay to answer.

Category: Answer/Wait Time

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and explained that due to high call volumes, the wait time was longer than usual.

Contact Closed: June 11, 2004

FCC: Answer Performance

TTY June 11, 2004

The customer complained that the CA typed too slow and made too many mistakes.

Category: Typing Skill/Speed

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 13, 2004

FCC: Typing Issue

TTY June 16, 2004

The customer complained that the CA interrupted him.

Category: Attitude and Manner

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 16, 2004

FCC: Transparency

Voice June 29, 2004

The customer complained that the CA did not relay her message properly.

Category: Attitude and Manner

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: July 14, 2004

FCC: Verbatim

July 2004

TTY July 14, 2004

The customer complained he had to wait a long time to reach a CA. He also complained that when the CA finally came on, her message was garbled.

Category: Answer/Wait Time

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

PAFCC0603-0504

- 1 -

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 - MAY 2005

FCC Docket No. CG 03-123

Application for Recertification of the Pennsylvania TRS

November 8, 2007

Page 357

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized, and explained that there were a high volume of calls on the day and time he noted. Set up a profile to eliminate garbling.

Contact Closed: July 16, 2004

FCC: Answer Performance

August 2004

TTY August 2, 2004

The customer complained that the CAs are not honest and do not relay her calls accurately.

Category: Other (Misc)

Escalation: Received by the Georgia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized to the customer for the inconvenience, and explained that all conversations are relayed verbatim.

Contact Closed: August 31, 2004

FCC: Verbatim

TTY August 2, 2004

The customer complained that after calling the relay, she repeatedly sees a message that all CAs are busy.

Category: Answer/Wait Time

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Explained to the customer that she will receive that message if a CA is not available to handle her call.

Contact Closed: August 31, 2004

FCC: Answer Performance

TTY August 5, 2004

The customer complained that the CA dialed the wrong number, did not type verbatim, and misspelled too many words.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 5, 2004

FCC: Verbatim

September 2004

TTY September 13, 2004

The customer complained the CA was slow to respond and typed poorly.

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

FCC Docket No. CG 03-123
Application for Recertification of the Pennsylvania TRS
November 8, 2007
Page 358

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 - MAY 2005

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 13, 2004

FCC: Typing Issue

October 2004 - Nothing to report

November 2004

TTY November 1, 2004

The customer complained that the voice person had heard rude comments made by the CA during his conversation.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 1, 2004

FCC: Confidentiality

Voice November 20, 2004

The customer complained that the CA interrupted his call.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 20, 2004

FCC: Transparency

December 2004

TTY December 13, 2004

The customer complained about CAs not typing a recorded message verbatim, and not following instructions.

Category: Other (CA/OPR)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CAs' managers would follow up accordingly.

Contact Closed: December 31, 2004

FCC: Verbatim

FCC Docket No. CG 03-123
Application for Recertification of the Pennsylvania TRS
November 8, 2007
Page 359

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 - MAY 2005

January 2005

TTY January 2, 2005

The customer complained that the CA did not relay accurately, and would not transfer her call to another CA.

Category: Other (CA/OPR)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 3, 2005

FCC: Verbatim

February 2005

TTY February 3, 2005

The customer complained that the CA typed the wrong telephone number when leaving a message on her answering machine.

Category: Other (CA/OPR)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 4, 2005

FCC: Verbatim

TTY February 18, 2005

The customer complained that the CA was misspelling a lot of words.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 18, 2005

FCC: Typing Issue

March 2005

TTY March 9, 2005

The customer complained that the CA did not comply with her request to have a female CA handle her call.

Category: Attitude and Manner

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2004 - MAY 2005

FCC Docket No. CG 03-123

Application for Recertification of the Pennsylvania TRS

November 8, 2007

Page 360

Contact Closed: March 9, 2005
FCC: Gender Accommodation

April 2005

TTY April 21, 2005

The customer complained that the CA had typing errors during his conversation which caused confusion.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 21, 2005

FCC: Typing Issue

May 2005

TTY May 14, 2005

The customer complained that the CA misspelled too many words.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 14, 2005

FCC: Typing Issue



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

FCC Docket No. CG 03-123
Application for Recertification of the Pennsylvania TRS

November 8, 2007

Page 361

IN REPLY PLEASE
REFER TO OUR FILE

June 26, 2006

DA 06-1175
CG Docket 03-123

MARLENE H DORTCH
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET SW
ROOM TW-B204
WASHINGTON DC 20554

Re: Submission of 2006 Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 06-1175, released May 31, 2006 at CG Docket 03-123 enclosed please find an original and four (4) copies of the annual consumer complaint log summaries for the Pennsylvania Telecommunication Relay Service (TRS) for the 12-month period ending May 31, 2006. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T and Captel, Inc., are the providers for Pennsylvania TRS and captioned telephone service respectively, they have maintained the consumer complaints, and have prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please contact Eric Van Jeschke at (717) 783-3850 or ejeschke@state.pa.us.

Sincerely,

Robert A. Rosenthal, Director
Bureau of Fixed Utility Services

Enclosures

cc: Eric Van Jeschke, FUS Telco
Pam Gregory, Consumer & Governmental Affairs Bureau, Disability Rights Office

**AT&T RELAY SERVICES
PENNSYLVANIA
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006**

	2005							2006					TOT
	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
	0	0	0	0	0	0	1	1	0	0	0	0	
	2	1	1	2	1	0	1	1	2	0	0	0	
	2	1	1	2	1	0	2	2	2	0	0	0	

**AT&T RELAY SERVICES
PENNSYLVANIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006
Complaint Summary by Category**

	2005							2006					TOT
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	
Agency	1	0	0	0	0	0	0	1	0	0	0	0	
Attorney	0	0	0	0	0	0	0	0	0	0	0	0	
Business	1	0	0	2	0	0	1	0	1	0	0	0	
Issues	0	0	1	0	1	0	0	1	1	0	0	0	
Replacement	0	0	0	0	0	0	0	0	0	0	0	0	
Performance	0	0	0	0	0	0	1	0	0	0	0	0	
Accommodation	0	1	0	0	0	0	0	0	0	0	0	0	
Total	2	1	1	2	1	0	2	2	2	0	0	0	

AT&T Proprietary
Use pursuant to Company instructions

Application for Recertification of the Pennsylvania TRS
PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 - MAY 2006

FCC Docket No. CG 03-123

November 8, 2007

Page 363

June 2005

TTY June 1, 2005

The customer complained that the CA got involved in his/her conversation and caused confusion during the call.

Category: Other (CA/OPR)

Escalation: Received by the New Jersey Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 3, 2005

FCC: Transparency

TTY June 8, 2005

The customer complained that the CA was not typing verbatim and was giving her a hard time about placing her 3-way call.

Category: Other (CA/OPR)

Escalation: Received by the Georgia Relay Service and handled by the same.

Resolution: Apologized for the inconvenience and forwarded to management.

Contact Closed: June 8, 2005

FCC: Verbatim

July 2005

TTY July 8, 2005

The customer complained the CA did not follow instructions by not transferring her to a female CA.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 8, 2005

FCC: Gender Accommodation

August 2005

TTY August 25, 2005

The customer complained the CA was slow to respond and may have missed part of his conversation.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 25, 2005

FCC: Typing Issue

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

FCC Docket No. CG 03-123
Application for Recertification of the Pennsylvania TRS
November 8, 2007

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 - MAY 2006

Page 364

September 2005

TTY September 3, 2005

The customer complained the CA did not type her conversation verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 3, 2005

FCC: Verbatim

TTY September 14, 2005

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 14, 2005

FCC: Verbatim

October 2005

TTY October 17, 2005

The customer complained the CA was rude, typed very slow, did not provide a GA when needed, and eventually hung up on her.

Category: Attitude and Manner

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 17, 2005

FCC: Typing Issue

November 2005 - Nothing to report

December 2005

Voice December 14, 2005

The customer complained he/she had difficulty reaching the relay service.

Category: Answer/Wait Time

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: December 16, 2005

FCC: Answer Performance

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

Application for Recertification of the Pennsylvania TRS
PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006

FCC Docket No. CG 03-123

November 8, 2007

Page 365

TTY December 28, 2005

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 29, 2005

FCC: Verbatim

January 2006

Voice January 14, 2006

The customer complained the CA was rude and interfered in the call.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 14, 2006

FCC: Transparency

TTY January 27, 2006

The customer complained the CA had poor typing skills.

Category: Typing Skill/Speed

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 27, 2006

FCC: Typing Issue

February 2006

TTY February 17, 2006

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Georgia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 20, 2006

FCC: Verbatim

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 - MAY 2006

FCC Docket No. CG 03-123

Application for Recertification of the Pennsylvania TRS

November 8, 2007

Page 366

TTY February 20, 2006

The customer complained that the CA made many typing errors.

Category: Other (CA/OPR)

Escalation: Received by the Georgia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 21, 2006

FCC: Typing Issue

March 2006 - Nothing to report

April 2006 - Nothing to report

May 2006 - Nothing to report

AT&T PROPRIETARY - USE PURSUANT TO COMPANY INSTRUCTIONS

PAFCC0605-0506
06/09/06

November 8, 2007

Page 367

Pennsylvania Captioned Telephone Voice-Carry-Over Relay Service

Consumer Complaint Log Summary June 1, 2005 thru May 31, 2006

Track #	State	Date of complaint	Agent #	Category	Nature of Complaint	Resolution	Date Resolved	Rep.
599	PA	6/15/2005 3:00:00 PM	NA	22090	Disconnect/Reconnect during calls	Sent customer letter with suggestions for alleviating disconnections. Thanked customer for feedback and the praise will be relayed. Customer very pleased with incoming 2-line access.	6/15/2005 3:15:00 PM	MMo
630	PA	6/17/2005 4:15:00 PM	NA	11080	Compliments for CA/Service	Thanked customer for feedback and the praise will be relayed. Customer very pleased with incoming 2 Line access.	6/17/2005 4:30:00 PM	DF
524	PA	6/20/2005 1:15:00 PM	NA	11080	Compliments for CA/Service	Thanked customer for feedback and the praise will be relayed. Customer very pleased with incoming 2 Line access.	6/20/2005 3:00:00 PM	JK
1573	PA	6/20/2005 1:15:00 PM	3478	11080	Compliments for CA/Service	Thanked customer for feedback and the praise will be relayed. Customer very pleased with incoming 2line access.	6/20/2005 3:45:00 PM	JK
925	PA	8/10/2005 11:25:00 AM	NA	22090	Disconnect/Reconnect during calls	Provided tips to remedy the problem.	8/10/2005 12:15:00 PM	JK
1196	PA	8/17/2005 4:40:00 PM	NA	22110	Echo Sounds - CapTel user hears	Advised customer to make a good acoustical seal between their ear and earpiece of CapTel and advised them to hold mouthpiece slightly away from face.	8/17/2005 4:45:00 PM	MMo
1126	PA	8/29/2005 11:15:00 AM	NA	22010	Captions - dropped characters/garbled text	Thanked customer for feedback and reported incidence to Captioning Service Call Center management for follow up. Also, discussed the possibility of the quality of the phone line affecting captions.	8/31/2005 6:05:00 PM	DF
1189	PA	8/30/2005 9:20:00 AM	NA	11080	Compliments for CA/Service	Thanked customer for positive feedback.	8/30/2005 10:00:00 AM	JK
1184	PA	8/31/2005 10:40:00 AM	NA	22090	Disconnect/Reconnect during calls	Provided customer with tips to alleviate the problem.	8/31/2005 11:45:00 AM	MMo
1120	PA	8/31/2005 2:45:00 PM	NA	22090	Disconnect/Reconnect during calls	Provided explanation why disconnections might be happening and provided tips how to resolve them.	8/31/2005 2:45:00 PM	JK
1351	PA	9/19/2005 9:15:00 AM	NA	11070	Voice user unable to connect to CapTel Service Number	Conducted test call to CapTel user's phone, ensuring their ability to receive captioned call. Asked callers to provide call log data to investigate claims of unsuccessful calls. Asked callers to verify that their phone line supports 1800 number. Asked caller to contact Customer Service if they required further assistance.	9/19/2005 9:30:00 AM	MMo
1373	PA	9/19/2005 2:10:00 PM	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	9/20/2005 4:05:00 PM	MMo
1374	PA	9/19/2005 2:10:00 PM	NA	22010	Captions - dropped characters/garbled text	Advised customer to hang up on problematic call and re-dial due likely to a bad connection.	9/19/2005 2:20:00 PM	MMo
1576	PA	10/7/2005 10:15:00 AM	NA	22110	Echo Sounds - CapTel user hears	Sent customer tips and suggestions to try to reduce the occurrence of echo.	10/7/2005 10:30:00 AM	DF
1672	PA	10/14/2005 1:30:00 AM	3000	11010	Answering machine message retrieval	Thanked customer for providing us the feedback and also told customer to make sure that the CapTel mouthpiece is directly over the remote answering machine speaker to ensure good sound quality.	10/14/2005 9:00:00 AM	JK
1990	PA	11/14/2005 7:55:00 AM	3702	22990	Technical - General	Apologized for incidence. Investigated documented call but could not identify the cause of no captions on a 2 Line CapTel call. It seems a CA answered the call but then something prevented the CA from processing the call. Discussed tips to try in case experience happens again. Suggested customer document the date, time, and CA # on any future calls where customer does not receive captions.	11/14/2005 4:15:00 PM	DF
1927	PA	11/18/2005 9:50:00 AM	3159	11080	Compliments for CA/Service	Thanked customer for the feedback and noted praise would be shared with management staff at the Captioning Center.	11/18/2005 2:00:00 PM	DF
2064	PA	12/12/2005 12:10:00 PM	NA	22090	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent letter with tips to reduce their occurrence.	12/12/2005 12:40:00 PM	DF
2140	PA	12/20/2005 9:55:00 AM	NA	22010	Captions - dropped characters/garbled text	After initial troubleshooting, advised customer to contact telephone company to ensure functional line.	12/20/2005 1:25:00 PM	MMo
2231	PA	1/4/2006 8:50:00 AM	NA	22030	Captions - stop in middle of call	Apologized for incidence, offered to research problem call and inform Call Center Director. Research indicates that this was an isolated technical incident.	1/4/2006 1:00:00 PM	RW
2283	PA	1/10/2006 2:25:00 PM	NA	11040	Captions Lag too far behind voice	Customer shared feedback regarding captioning speed. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date, time, CA #, and explain experience for any future calls where captions seem to be inaccurate.	1/10/2006 4:00:00 PM	MMo

						Customer shared feedback regarding accuracy of captions. CSR apologized for incidence and thanked customer for the feedback and informed customer that the feedback would be shared with appropriate captioning service staff. Suggested customer document the date, time, CA #, and explain experience for any future calls where captions seem to be inaccurate.			
2284	PA	1/10/2006 2:25:00 PM	NA	11030	Accuracy of captions			1/10/2006 4:00:00 PM	MM
						Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.			
2372	PA	1/23/2006 1:55:00 PM	NA	22090	Disconnect/Reconnect during calls			1/23/2006 5:30:00 PM	DF
						Billing Issue - 10-10 numbers - unable to use			
2376	PA	1/26/2006 8:30:00 AM	NA	50010		Tech support to investigate circumstance. In the interim, caller is using the default carrier.		1/26/2006 8:30:00 AM	JK
						Reset customer's preferred carrier of choice in our system. Confirmed customer is now able to make long distance captioned calls once again.			
2465	PA	1/30/2006 12:35:00 PM	NA	50990	Billing - General			1/30/2006 1:15:00 PM	DF
						Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Also advised customer how to properly hold handset for echo reduction. Also advised possibility of using an assistive listening device.			
2452	PA	2/1/2006 12:35:00 PM	NA	22110	Echo Sounds - CapTel user hears			2/2/2006 9:30:00 AM	MM
						Regional Network Problem identified. User service restored.			
2928	PA	2/2/2006 4:20:00 PM	NA	22990	Technical - General			2/2/2006 4:30:00 PM	DF
						Regional network problem identified. User service restored.			
2871	PA	2/5/2006 2:00:00 PM	NA	22990	Technical - General			3/1/2006 7:20:00 PM	KM
						Regional network problem identified. User service restored.			
2872	PA	2/8/2006 1:30:00 PM	NA	22990	Technical - General			2/27/2006 10:00:00 AM	KM
						Explained to customer that any normal long distance charges apply when making a long distance captioned call.			
2531	PA	2/9/2006 9:10:00 AM	NA	50990	Billing - General			2/9/2006 9:10:00 AM	KM
						Set up customer's preferred long distance company in system.			
2589	PA	2/14/2006 5:00:00 PM	NA	50990	Billing - General			2/14/2006 5:00:00 PM	JK
						Regional network problem identified. User service restored.			
2873	PA	2/15/2006 8:55:00 AM	NA	22990	Technical - General			2/27/2006 10:00:00 AM	KM
						Regional Network Problem identified. User service restored.			
2619	PA	2/15/2006 12:10:00 PM	NA	22990	Technical - General			2/15/2006 4:00:00 PM	MM
						Regional network problem identified. User service restored.			
2874	PA	2/16/2006 7:20:00 AM	NA	22990	Technical - General			3/1/2006 12:00:00 PM	KM
						Consumer's preferred carrier of choice documented in our system.			
2681	PA	2/17/2006 12:20:00 PM	NA	50990	Billing - General			2/17/2006 12:25:00 PM	PH
						Regional Network Problem identified. User service restored.			
2929	PA	2/17/2006 2:00:00 PM	NA	22990	Technical - General			2/17/2006 3:30:00 PM	DF
						Regional Network Problem identified. User service restored.			
2927	PA	2/20/2006 12:15:00 PM	NA	22990	Technical - General			2/20/2006 12:30:00 PM	DF
						Advised customer to keep log of problematic call, noting date and time (and CA#) and forward that information to CCS for further investigation.			
2858	PA	2/21/2006 9:20:00 AM	NA	11040	Captions Lag too far behind voice			3/1/2006 10:00:00 AM	MM
						Regional network problem identified. User service restored.			
2982	PA	2/28/2006 9:00:00 AM	NA	22990	Technical - General			2/28/2006 12:00:00 AM	KM
						CSR representative apologized for this incidence and shared how CapTel corrections can be recognized in the text in (). Customer's suggestion shared with Call Center personnel.			
832	PA	2/28/2006 10:45:00 AM	NA	11030	Accuracy of captions			2/28/2006 10:45:00 AM	JK
						Regional network problem identified. User service restored.			
045	PA	2/28/2006 11:50:00 AM	NA	22990	Technical - General			2/28/2006 12:10:00 PM	PH
						Regional Network Problem identified. User service restored.			
154	PA	3/1/2006 1:30:00 PM	NA	22990	Technical - General			3/9/2006 5:45:00 PM	PH
						Regional Network Problem identified. User service restored.			
995	PA	3/5/2006 2:55:00 PM	NA	22990	Technical - General			3/7/2006 12:00:00 PM	RV
						Collected billing detail and took corrective action.			
217	PA	3/10/2006 1:05:00 PM	NA	50990	Billing - General			3/10/2006 4:45:00 PM	RV
						Technical problem identified. Resolution provided by network vendor software change.			
345	PA	3/13/2006 11:25:00 AM	NA	22990	Technical - General			3/15/2006 11:50:00 AM	KM

3340	PA	3/14/2006 11:45:00 AM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	3/14/2006 3:25:00 PM	DF
3478	PA	3/15/2006 8:40:00 AM	NA	50990	Billing - General	Designated Carrier of Choice for long distance billing.	3/20/2006 8:15:00 AM	MM
3479	PA	3/15/2006 8:40:00 AM	NA	11040	Captions Lag too far behind voice	Identified technical incidence on the call reported. Apologized for incidence and offered ongoing troubleshooting assistance should the need arise.	3/20/2006 8:30:00 AM	MM
3514	PA	3/16/2006 7:25:00 PM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	3/21/2006 9:05:00 AM	KM
3627	PA	3/16/2006 8:15:00 PM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	3/23/2006 9:40:00 AM	KM
3958	PA	3/16/2006 8:15:00 PM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	3/23/2006 9:40:00 AM	KM
3507	PA	3/18/2006 2:15:00 PM	NA	22990	Technical - General	Regional Network Problem identified. User service restored.	3/20/2006 4:30:00 PM	KM
3623	PA	3/20/2006 2:15:00 PM	NA	22030	Captions - stop in middle of call	Advised customer to contact their telephone company to check and possibly upgrade the quality of their phone line. Customer should also be certain the second line is available for 2 line mode support.	3/23/2006 9:15:00 AM	MM
4000	PA	3/28/2006 3:15:00 PM	NA	11040	Captions Lag too far behind voice	Explained the procedure how Captions are transcribed via voice recognition and our CapTel CA.	3/28/2006 3:15:00 PM	JK
4300	PA	3/30/2006 4:00:00 PM	NA	22090	Disconnect/Reconnect during calls	Advised customer to connect CapTel directly to telephone wall jack, eliminating answering machine which was "chained" with CapTel. Recommended use of duplex splitter to connect answering machine near CapTel, and asked customer to contact CapTel Customer Service if this did not remedy the problem.	3/30/2006 4:00:00 PM	RW
5047	PA	4/7/2006 3:55:00 PM	NA	22110	Echo Sounds - CapTel user hears	Provided customer with suggestions to minimize echo.	4/11/2006 1:30:00 PM	MM
5014	PA	4/10/2006 9:30:00 AM	NA	11050	Unable to make captioned calls	Advised customer to perform electronic resetting of CapTel phone and provided a software update. Customer is satisfied.	4/11/2006 7:30:00 AM	MM
4970	PA	4/10/2006 10:25:00 AM	NA	22090	Disconnect/Reconnect during calls	Customer will log problematic calls and report them for investigation.	4/10/2006 11:30:00 AM	KM
5552	PA	4/20/2006 8:50:00 AM	NA	11990	Service - General	Inbound call technical problem reported at 11:32 AM on 4/30/06. The problem was resolved at 1:52 PM by CapTel technical support.	4/20/2006 1:50:00 PM	KM
5489	PA	4/20/2006 12:05:00 PM	NA	11990	Service - General	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.	4/24/2006 12:45:00 PM	RW
5642	PA	4/20/2006 12:35:00 PM	NA	11990	Service - General	Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support.	4/20/2006 3:00:00 PM	DF
5561	PA	4/20/2006 12:55:00 PM	NA	11990	Service - General	Inbound call technical problem reported at 11:32 AM on 4/30/06. The problem was resolved at 1:52 PM by CapTel technical support.	4/20/2006 1:50:00 PM	KM
5474	PA	4/20/2006 1:10:00 PM	NA	11990	Service - General	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.	4/20/2006 2:00:00 PM	JS
5478	PA	4/20/2006 2:50:00 PM	NA	11990	Service - General	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.	4/20/2006 3:00:00 PM	JS
5638	PA	5/1/2006 2:00:00 PM	NA	50990	Billing - General	Registered Customer's COC for long distance calls. Customer made a test call and it worked fine.	5/1/2006 2:00:00 PM	JK
5518	PA	5/11/2006 2:40:00 PM	NA	50990	Billing - General	Tech support set up a short term solution while working with the cellular provider to remedy the cause.	5/11/2006 3:20:00 PM	DF
5828	PA	5/18/2006 10:40:00 AM	NA	50990	Billing - General	Registered customer's preferred long distance carrier in the system. Customer now able to make long distance captioned calls successfully.	5/18/2006 10:45:00 AM	DF



Federal Communications Commission
Washington, D.C. 20554

July 11, 2007

Eric Van Jeschke, Analyst
Pennsylvania Public Utility Commission
Bureau of Fixed Utility Services
Telecommunications Group
P.O. Box 3265
Harrisburg, PA 17105-3265

ATTN: Mr. Eric Van Jeschke, Analyst

Re: Telecommunications Relay Service (TRS) Consumer Complaint Log
Summaries for June 1, 2005 through May 31, 2006, CGB Docket No. 03-123

Dear Mr. Van Jeschke:

The Federal Communications Commission (FCC) has received your Annual TRS Complaint Log Summary, pursuant to 47 C.F.R. § 64.604(c)(1)(ii).

Thank you,

Pam Gregory

Pam Gregory
Special Advisor, Disability Rights Office
Consumer & Governmental Affairs Bureau



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

FCC Docket No. CG 03-123
Application for Recertification of the Pennsylvania TRS

November 8, 2007

Page 371

IN REPLY PLEASE
REFER TO OUR FILE

June 28, 2007

M-00900239

MARLENE H DORTCH
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET SW
ROOM TW-B204
WASHINGTON DC 20554

DA 07-2762
CG Docket 03-123

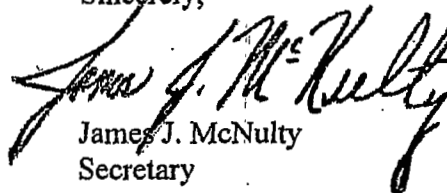
Re: Submission of 2007 Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 07-2762, released June 22, 2007, at CG Docket 03-123, enclosed please find an original and four (4) copies of the annual consumer complaint log summaries for the Pennsylvania Telecommunication Relay Service (TRS) for the 12-month period ending May 31, 2007. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T and CapTel, Inc., are the providers for Pennsylvania TRS and captioned telephone voice-carry-over relay service respectively; they have maintained the consumer complaints and have prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please contact Eric Van Jeschke at (717) 783-3850 or ejeschke@state.pa.us.

Sincerely,



James J. McNulty
Secretary

cc: Elaine McDonald, FUS
Kathleen Aunkst, Secretary's Bureau
Eric Van Jeschke, PUC FUS (paper copy only)
Louise Fink Smith, PUC LAW (paper copy only)
Arlene Alexander, (e-mail copy only)

Enclosures

**AT&T RELAY SERVICES
PENNSYLVANIA
2007 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2006 through May 31, 2007**

2007	2006							2007				
PENNSYLVANIA	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
	0	0	1	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	2	0	1	0	
	0	0	1	0	0	0	0	2	0	1	0	

**AT&T RELAY SERVICES
PENNSYLVANIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2006 through May 31, 2007
Complaint Summary by Category**

2007	2006							2007				
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY
	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	0	0	0	0	
	0	0	0	0	0	0	0	1	0	1	0	
ement	0	0	0	0	0	0	0	0	0	0	0	
mance	0	0	1	0	0	0	0	1	0	0	0	
mmodation	0	0	0	0	0	0	0	0	0	0	0	
tal	0	0	1	0	0	0	0	2	0	1	0	

Application for Recertification of the Pennsylvania TRS
November 8, 2007

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2006 – MAY 2007

FCC Docket No. CG 03-123

Page 373

June 2006 – Nothing to report

July 2006 – Nothing to report

August 2006

Voice August 20, 2006

The customer complained he/she had to wait to reach an operator when using relay.

Category: Answer/Wait Time

Escalation: Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience and assured the customer it would be reported to our Customer Service Department.

Contact Closed: August 31, 2006

FCC: Answer Performance

September 2006 – Nothing to report

October 2006 – Nothing to report

November 2006 – Nothing to report

December 2006 – Nothing to report

January 2007

TTY January 2, 2007

The customer complained about the CA for his/her typing skills.

Category: Typing Skill/Speed

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 2, 2007

FCC: Typing Issue

TTY January 19, 2007

The customer complained he/she had to wait for his/her call to be answered.

Category: Answer/Wait Time

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized to the customer for his/her inconvenience.

Contact Closed: January 19, 2007

FCC: Answer Performance

February 2007 – Nothing to report

PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2006 – MAY 2007

FCC Docket No. CG 03-123

Application for Recertification of the Pennsylvania TRS

November 8, 2007

Page 374

March 2007

TTY March 27, 2007

The customer complained the CA made too many typing errors.

Category: Typing Skill/Speed

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 27, 2007

FCC: Typing Issue

April 2007 – Nothing to Report

May 2007 – Nothing to Report

Tracking #	Date of Complaint	Time of Call	State	Agent #	Nature of Complaint	Explanation of Resolution or Status	Date Received	Rep. Status
8420	6/7/2006	12:30:00 PM	PA	NA	Disconnect/reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnection might be occurring and sent email with tips to reduce their occurrence.	6/7/2006	DF
8610	6/9/2006	10:45:00 AM	PA	NA	Billing - General	Registered customer's preferred long distance provider in the system. Customer now able to make long distance calls successfully.	6/9/2006	DF
8316	6/21/2006	8:10:00 AM	PA	NA	Billing - General	Registered customer's preferred long distance company in the system. Customer now able to make long distance captioned calls once again.	6/21/2006	DF
12023	7/21/2006	1:40:00 PM	PA	NA	Disconnect/reconnect during calls	Explained to customer why disconnect/reconnection might be occurring and advised to monitor any document and report problematic calls back to our Call Center for review.	7/21/2006	JS
12663	8/3/2006	8:40:00 AM	PA	NA	Dialing issue - Unable to dial regional 800 number	Technical Support made an adjustment so CapTel user can successfully make captioned call to regional 800 number.	8/3/2006	DF
13704	8/16/2006	11:15:00 AM	PA	NA	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up.	8/16/2006	RNW
14181	8/23/2006	12:22:00 PM	PA	NA	Disconnect/reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnection might be occurring and sent email with tips to reduce their occurrence.	8/23/2006	RW
15828	8/14/2006	10:30:00 AM	PA	NA	Billing - General	Discussed billing and took appropriate action.	8/14/2006	RNW
10903	8/15/2006	12:40:00 PM	PA	NA	Disconnect/reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnection might be occurring and sent email with tips to reduce their occurrence.	8/15/2006	MMb
18001	8/18/2006	3:00:00 PM	PA	NA	Billing - General	Changed phone company billing code for customer's long distance provider in our system due to long distance company using a different billing code. Remedy provided.	8/18/2006	LG
18114	8/18/2006	10:20:00 AM	PA	NA	Disconnect/reconnect during calls	Explained to customer why disconnect/reconnection might be occurring and sent email with tips to reduce their occurrence.	8/18/2006	JK
17925	10/18/2006	10:25:00 AM	PA	NA	Dialing issue - Unable to dial regional 800 number	Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number.	10/18/2006	RW
19776	11/7/2006	2:40:00 PM	PA	NA	Accuracy of captions	Customer shared feedback regarding accuracy of captions. Informed customer that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.	11/7/2006	LG
19804	11/7/2006	2:40:00 PM	PA	NA	Disconnect/reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnection might be occurring and sent email with tips to reduce their occurrence.	11/7/2006	LG
18781	11/8/2006	2:42:00 PM	PA	NA	Dialing issue - Unable to dial regional 800 number	Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number.	11/8/2006	RNW
20680	11/20/2006	11:00:00 AM	PA	NA	Dialing issue - Unable to dial regional 800 number	Technical Support made adjustment so CapTel user can successfully make captioned call to regional 800 number.	11/20/2006	JS
21643	12/1/2006	1:50:00 PM	PA	NA	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.	12/4/2006	KM
21655	12/4/2006	12:30:00 PM	PA	NA	Billing - General	Assigned other party's preferred carrier of choice designation to they other party to make long distance calls to CapTel user.	12/4/2006	KM
22752	12/18/2006	10:50:00 AM	PA	NA	Accuracy of captions	Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up.	12/18/2006	KM
23478	12/28/2006	8:20:00 AM	PA	3281	Captions Lag too far behind voice	Customer shared feedback regarding captioning. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. (FCC requirements for captioning speed still exceeded.)	12/28/2006	KM
24223	1/11/2007	12:45:00 PM	PA	NA	Captions Lag too far behind voice	Customer shared feedback regarding lag time while checking answering machine messages. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. (FCC requirements for captioning speed still exceeded.)	1/11/2007	LG
25190	1/12/2007	2:40:00 PM	PA	NA	Technical - General	Customer shared feedback regarding experience during call. CS Rep apologized for experience and thanked customer for feedback and informed them that information would be shared with appropriate captioning service staff for investigation.	1/16/2007	KM
25198	1/16/2007	10:10:00 AM	PA	NA	Disconnect/reconnect during calls	Explained to customer difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnection might be occurring.	1/16/2007	KM
25348	1/17/2007	1:30:00 PM	PA	NA	Disconnect/reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnect/reconnection might be occurring and sent letter with tips to reduce their occurrence.	1/17/2007	RNW

25549	1/19/2007	9:20:00 AM	PA	NA	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	1/19/2007	MMo
29708	2/28/2007	8:55:00 PM	PA	NA	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring on their second phone line and sent email with tips to reduce their occurrence.	3/2/2007	DF
29887	3/2/2007	1:10:00 PM	PA	NA	Billing - General	Discussed billing and took appropriate action.	3/5/2007	RNW
29978	3/5/2007	7:10:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	PH
29988	3/5/2007	7:45:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	PH
30158	3/5/2007	8:00:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
30162	3/5/2007	8:00:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
30170	3/5/2007	8:00:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
30037	3/5/2007	8:25:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
29967	3/5/2007	8:30:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	PH
30023	3/5/2007	8:40:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
30133	3/5/2007	8:45:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	MP
29946	3/5/2007	9:05:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	PH
30054	3/5/2007	9:25:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
30056	3/5/2007	9:30:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
30063	3/5/2007	9:45:00 AM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	KM
30236	3/5/2007	12:30:00 PM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	MMo
29898	3/6/2007	1:10:00 PM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	PH
29982	3/5/2007	1:10:00 PM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	RNW
30267	3/5/2007	1:10:00 PM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	JS
30443	3/5/2007	1:15:00 PM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	PH
29914	3/5/2007	4:00:00 PM	PA	NA	Service - General	Technical problem identified. Resolution provided by network vendor.	3/5/2007	PH
30697	3/9/2007	2:25:00 PM	PA	NA	Technical - General	Customer experienced dropped call. Subsequent calls satisfactory. CS Rep apologized for incidence. CapTel user will report any further occurrence.	3/9/2007	KM
30936	3/13/2007	9:15:00 AM	PA	NA	Billing - General	Discussed billing and took appropriate action.	3/26/2007	RNW
33238	4/4/2007	2:15:00 PM	PA	NA	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. Customer does not require more assistance at this time.	4/4/2007	MP
33987	4/12/2007	1:45:00 PM	PA	NA	Disconnect/Reconnect during calls	Explained to customer differences between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and recommended that the phone lines be checked.	4/12/2007	RNW
34837	4/23/2007	10:15:00 AM	PA	NA	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	4/23/2007	TM
35201	4/26/2007	8:40:00 AM	PA	NA	Disconnect/Reconnect during calls	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.	4/26/2007	MMo

PA